



Billing Code: 5001-06

DEPARTMENT OF DEFENSE

Office of the Secretary

[Docket ID: DoD-2013-OS-0026]

Proposed collection; comment request

AGENCY: DoD, Washington Headquarters Services (WHS), Enterprise Management.

ACTION: Notice.

In compliance with Section 3506(c)(2)(A) of the *Paperwork Reduction Act of 1995*, the DoD Washington Headquarters Services, Enterprise Management announces the proposed extension of a public information collection and seeks public comment on the provisions thereof. Comments are invited on: (a) whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information shall have practical utility; (b) the accuracy of the agency's estimate of the burden of the proposed information collection; (c) ways to enhance the quality, utility, and clarity of the information to be collected; and (d) ways to minimize the burden of the information collection on respondents, including through the use of automated collection techniques or other forms of information technology.

DATES: Consideration will be given to all comments received by **[insert 60 days from publication of this notice in the Federal Register]**.

ADDRESSES: You may submit comments, identified by docket number and title, by any of the following methods:

- Federal eRulemaking Portal: <http://www.regulations.gov>. Follow the instructions for submitting comments.

- Mail: Federal Docket Management System Office, 4800 Mark Center Drive, East Tower, Suite 02G09, Alexandria, VA 22350-3100.

Instructions: All submissions received must include the agency name, docket number and title for this Federal Register document. The general policy for comments and other submissions from members of the public is to make these submissions available for public viewing on the Internet at <http://www.regulations.gov> as they are received without change, including any personal identifiers or contact information.

FOR FURTHER INFORMATION CONTACT: To request more information on this proposed information collection or to obtain a copy of the proposal and associated collection instruments, please write to the DoD WHS Enterprise Management, ATTN: Mr. Jeremy Consolvo, 1550 Crystal Drive Arlington VA 22202, or call the DoD WHS Enterprise Management at (703) 697-2224.

TITLE; ASSOCIATED FORM; AND OMB NUMBER: Interactive Customer Evaluation (ICE) System; OMB Number 0704-0420.

NEEDS AND USES: The Interactive Customer Evaluation (ICE) System automates and minimizes the use of the current manual paper comment cards and other customer satisfaction collection media, which exist at various customer service locations throughout the Department of Defense. Members of the public have the opportunity to give automated feedback to the service provider on the quality of their experience and their satisfaction level. This is a management tool for improving customer services.

AFFECTED PUBLIC: Individuals or Households; Business or Other For-Profit.

ANNUAL BURDEN HOURS: 2,500

NUMBER OF RESPONDENTS: 50,000

RESPONSES PER RESPONDENT: 1

AVERAGE BURDEN PER RESPONSE: 3 minutes

FREQUENCY: On occasion

SUPPLEMENTARY INFORMATION:

Summary of Information Collection

Members of the public who respond on the Interactive Customer Evaluation (ICE) system are authorized customers and have been provided a service through DoD customer service organizations. They have the opportunity to give automated feedback to the service provider on the quality of their experience and their satisfaction level. They also have the opportunity to provide any comments that might be beneficial in improving the process and in turn the service to the customer. This is a management tool for improving customer services.

Dated: February 12, 2013.

Aaron Siegel,

Alternate OSD Federal Register Liaison Officer,
Department of Defense.

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